
CMS Manual System

Pub. 100-01 Medicare General Information, Eligibility, and Entitlement

Department of Health & Human Services (DHHS)
Centers for Medicare & Medicaid Services (CMS)

Transmittal 16

Date: JANUARY 28, 2005

CHANGE REQUEST 3596

SUBJECT: Standard Terminology for Claims Processing Systems

I. SUMMARY OF CHANGES: Establish Standard Terminology for Medicare Shared Systems

NEW/REVISED MATERIAL - EFFECTIVE DATE: January 1, 2005 for Intermediaries
April 1, 2005 for Carriers
***IMPLEMENTATION DATE:** April 4, 2005

Disclaimer for manual changes only: The revision date and transmittal number apply only to red italicized material. Any other material was previously published and remains unchanged.

II. CHANGES IN MANUAL INSTRUCTIONS: (N/A if manual not updated.)
(R = REVISED, N = NEW, D = DELETED – (Only One Per Row.)

R/N/D	CHAPTER/SECTION/SUBSECTION/TITLE
R	7 /Table of Contents
N	40/ 40.1/Standardized Terminology for Claims Processing Systems
N	40/ 40.1.1/ Standard Terminology Chart

***III. FUNDING:**

These instructions shall be implemented within your current operating budget.

IV. ATTACHMENTS:

X	Business Requirements
X	Manual Instruction
	Confidential Requirements
	One-Time Notification
	Recurring Update Notification

*Medicare contractors only

III. SUPPORTING INFORMATION AND POSSIBLE DESIGN CONSIDERATIONS

A. Other Instructions:

X-Ref Requirement #	Instructions
3596.2	Abbreviations of the standard terms are acceptable to conserve space.

B. Design Considerations:

X-Ref Requirement #	Recommendation for Medicare System Requirements

C. Interfaces: N/A

D. Contractor Financial Reporting /Workload Impact: N/A

E. Dependencies: N/A

F. Testing Considerations: None

IV. SCHEDULE, CONTACTS, AND FUNDING

Effective Date*: January 1, 2005 FISS & FIs April 1, 2005 MCS, VMS & Carriers Implementation Date: April 4, 2005 Pre-Implementation Contact(s): Karen Allen 410 786-1705 Post-Implementation Contact(s): Appropriate regional office	Medicare Contractors shall implement these instructions within their current operating budgets.
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*Unless otherwise specified, the effective date is the date of service.

General Information, Eligibility, and Entitlement Manual

Chapter 7 - Contract Administrative Requirements

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(Rev. 16, 01-28-05)

40 – Shared System Maintainer and Medicare Contractor Responsibilities for Systems Releases

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40.1.1 - Standard Terminology Chart

40.1 – Standardized Terminology for Claims Processing Systems
 (Rev. 16, Issued: 01-28-05, Effective: 01-01-05 for Intermediaries and 04-04-05 for Carriers; Implementation: 04-04-05)

This is a responsibility for both FIs and carriers. Medicare requires implementation of a limited number of shared systems by all FIs and carriers for their claims process and related functions. This eliminates the need for each contractor to repeat development of the basic system.

The shared system maintainers, the carriers and the FIs shall use a standardized terminology to refer to common systems maintenance elements in all discussions, reporting, and documentation. A chart of topics, showing how each system currently refers to them, and what they are called is located at 40.1.2. The list is not exhaustive and both CMS and the maintainers shall add to it, deciding with each addition, the common term we shall use to describe it. Carriers and FIs have a stake in this standardization, since many access the Information Management (INFOMAN) databases each system maintainer populates to determine the status of changes of interest to them. Carriers and FIs also participate in discussions with each other, the maintainers, the various testing sites and with CMS, and using a common terminology will minimize confusion and misunderstanding.

FIs and Carriers shall examine their use of the system status information issued by the Shared System Maintainners to determine if they have internal applications that need to be adjusted to adopt the standardized terminology. If they have internal systems or processes that must be modified to reflect the standardization required by this instruction, they shall make those changes to coincide with the shared system changes.

40.1.1 - Standard Terminology Chart

(Rev. 16, Issued: 01-28-05, Effective: 01-01-05 for Intermediaries and 04-04-05 for Carriers; Implementation: 04-04-05)

STANDARD TERM	DESCRIPTION	FISS	MCS	VMS	CWF
QUESTION	Request for assistance and/or reported potential system problem	TAR "telephone assistance request"	PCN – telephone assistance request	PROB/CSR	PLOG "problem log"
PROBLEM	Confirmed system and/or documentation problems	PAR "project assistance request"	PLOG	PROB	PLOG

STANDARD TERM	DESCRIPTION	FISS	MCS	VMS	CWF
CR	Change Request - Any software modification made to the system as a result of a CMS mandate, user or maintainer initiated action	PAR	CR	CR/CMR	CR "change request" or PLOG depending on CMS direction.
CMS Status	CMS needs take action by answering a question, finalizing an instruction, etc.	CMS REVCMS MANDATE	CMS	ENT Entered	MCCB or CMS
CONF Status	PROBLEM, CR or proposed action is under discussion in a functional workgroup	CONF			
NSC Status (non-system change)	CMS CR does not require shared system change. May require FI or carrier maintenance			NSC in SLC	
RESEARCH Status	The system maintainer completes high level review of required changes by analyzing them and determining the intent of the change request	Research	PREQ	INP In process	ANLZ (analysis)
REQS Status	The system maintainer finalizes the business requirements	TAR - Referred PAR - REVIEW	REQS	INP In process	REQS (requirements)
WALKTHROUGH Status	The system maintainer presents the systems solution to the CR in a structured walkthrough discussion with CMS and Beta testers			CWT	
WORK Status	The system maintainer completes technical design, coding and unit testing the system change	PAR - WORK	WORK	DCG Design Control Group Technical Approval	PROG (programming and unit testing)

STANDARD TERM	DESCRIPTION	FISS	MCS	VMS	CWF
ALPHA Testing	Maintainer System Testing	PAR - TEST	QUAL	REL Release Ready	TEST (Alpha testing)
BETA Testing	Testing (Beta)	PAR - BETA	RLSE	REL Release Ready	BETA
UAT	User Acceptance Testing	PAR - RELEASE	LOAD	REL Release Ready	BETA (is for BETA and HOST testing)
USER Status	Back to user to provide more information or examples, assess solution	TAR - CUST PAR - N/A	Status I (PLOGs)	INP OR "W"	BETA (is for BETA and HOST testing)
SCHED Status	Scheduled to go out with a release date assigned for implementation	SCHED	PROD	REL Release Ready	NDM
RESOLVED	PROBLEM has been resolved: question answered, potential system anomaly explained or correction identified and scheduled for release			CLOSED	
RELEASE	Quarterly Release	Release	Quarterly release	Release	Quarterly Release
FOLLOW-UP	What Maintainers send out to augment a release or correct PROBLEMS directly related to a newly-installed release			Post-Release Resync	
EMER Release	What Maintainers send out to fix Priority 1, 2, and urgent PROBLEMS	Release	Emergency release	Emergency Elevate	Priority or Emergency NDM 'network data mover' old name for Connect:Direct
OFF-QTR RELEASE	What Maintainers send out to fix non-urgent PROBLEMS between releases or to prepare for an upcoming release (e.g. update provider profile data)	Release	Priority release	Weekly / Off-Release Elevate	Special release NDM

STANDARD TERM	DESCRIPTION	FISS	MCS	VMS	CWF
<i>Test Case</i>	<i>A description of an input situation and of the expected results associated with a specific test objective. (a Test Case may optionally include test steps provide to additional granularity)</i>	<i>Test Script</i>	<i>Test Script</i>	<i>Test Case</i>	<i>Test Case</i>
<i>Test Set</i>	<i>A group of test cases with a common goal (e.g., a test set to validate a specific CR, a regression test set)</i>		<i>Test Packet</i>	<i>Test Plan</i>	